# Letter Requesting Information

# You usually write such letters when you are interested in or you need specific information about products, company, arrival time, meeting, etc. It´s necessary to form and specify your request clearly.

# *SAMPLE LETTER REQUESTING INFORMATION*

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| **Dreamtime Movies Universal Ltd** 54 Oxford Road, Skagnes SK3 4RG Tel: 0223 123 4567 Fax: 0223 765 4321 Email: info@dreamtimemovies.com.uk  Date  Lingua Services Galactic Ltd 69 Milk Street LONDON SW7 6AW  Dear Sirs  Translation Brochure  I should be grateful if you would send us your brochure and price list about your translation services.  We are currently developing our sales literature and web sites and are interested in translating these into five languages apart from English.  I look forward to hearing from you.  Yours faithfully  ***Andrea Philips***  Andrea Philips Marketing Manager |

# Letter Sending Information

# Usually you write such letters when responding letter requesting information or giving some details about products, meetings, company, etc.

# *SAMPLE LETTER SENDING INFORMATION*

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| **Lingua Services Galactic Ltd** 69 Milk Street, LONDON SW7 6AW, UK Tel: +44 20 123 4567 Fax: +44 20 765 4321 Email: info@linguaservicesgalactic.com  Date  Ms Andrea Philips Dreamtime Movies Universal Ltd 54 Oxford Road Skagnes SK3 4RG  Dear Ms Philips  Translation Services & Fees  Thank you for your letter of 22 January enquiring about our translation services.  Lingua Services Galactic offer a full range of translation services to help you in the development of sales literature and web sites. I have pleasure in enclosing our latest brochures and price list from which you can see that our prices are highly competitive.  I look forward to calling you in a few days.  Yours sincerely  ***James Brown***  James T Brown Sales Manager  Enc: 3 |

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# Price Change Notice

# If you want to inform your customers about the change of your products´prices it´s best to send a price change notice.

# *SAMPLE PRICE CHANGE NOTICE*

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| Symphony of Sound 12 Main Street, Arrington, Tennessee, 37014 Tel: (615) 395-8765  November 21st, 20--  Alicia Hathoway 14 Sparks Rd Arrington, Tennessee, 37014  Dear Ms. Hathoway:  Forthcoming Price Change  Season tickets for this year's symphony are going on sale next month and we wanted you to be among the first to know.  As you probably know, rental prices have skyrocketed throughout Tennessee this year. Due to our increase in rent at the Arrington Forum, we are finding it necessary to raise the price of our season tickets from $228 to $275. Single viewing tickets will also be subject to a price increase.  We hope that you will consider purchasing season tickets for next year despite this change. The Arrington Symphony has been together for 23 years, and relies on season-ticket holders to fill 25% of the seating at each event. Without your support the Arrington Symphony could be forced into retirement before its 25th anniversary.  To purchase tickets for the 20-- season, please visit our website at www.arringtonsymphony.net, or call the ticket agent representative at (615) 395-8750.  We look forward to having you in our audience again next year.  Yours truly,  *Colin Fairchild*  Colin Fairchild Promotional Director |

# Letter of Invitation

# Letter of Invitation is to be sent when you want to invite your co-workers, customers or clients to some business or private meetings, parties, celebrations.

# *SAMPLE LETTER OF INVITATION*

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| **PJ Party** 22 Yew Street, Cambridge, Ontario Tel: 416-223-8900  April 7th, 20--  Dear Valued Customer:  Our records show that you have been a customer of PJ Party Inc. since our grand opening last year. We would like to thank you for your business by inviting you to our preferred customer Spring Extravaganza this Saturday.  Saturday's sales event is by invitation only. All of our stock, including pajamas and bedding will be marked down from 50-80% off.\* Doors open at 9:00 AM sharp. Complimentary coffee and donuts will be served. Public admission will commence at noon.  In addition, please accept the enclosed $10 gift certificate to use with your purchase of $75 or more.  We look forward to seeing you at PJ's on Saturday. Please bring this invitation with you and present it at the door.  Sincerely,  *Linda Lane*  Linda Lane Store Manager  pjpartyinc@shoponline.com  \*All sales are final. No exchanges.  Enclosure: Gift Certificate #345 (not redeemable for cash) |

*SAMPLE LETTERS OF COMPLAINT*

**Fortune Goods**  
317 Orchard Road  
Singapore

6 August 2010   
  
Attn: Mr David Choi   
Sales Manager   
Everlong Batteries  
171 Choi Hung Road   
Hung Hom  
Hong Kong  
  
Dear Mr Choi  
  
**Re. Order No. 768197**  
I am writing to inform you that the goods we ordered from your company have not been supplied correctly.  
  
On 30 July 2010 we placed an order with your firm for 12,000 ultra super long-life batteries. The consignment arrived yesterday but contained only 1,200 batteries.  
  
This error put our firm in a difficult position, as we had to make some emergency purchases to fulfil our commitments to all our customers. This caused us considerable inconvenience.  
  
I am writing to ask you to please make up the shortfall immediately and to ensure that such errors do not happen again. Otherwise, we may have to look elsewhere for our supplies.  
  
I look forward to hearing from you by return.  
  
Yours sincerely  
  
     J. Wong  
  
J. Wong   
Purchasing Officer

*SAMPLE REPLAY TO A COMPLAINT*

Everlong Batteries  
171 Choi Hung Road  
Hung Hon, Hong Kong  
Tel/Fax 2235 2449  
9 Aug 2010   
  
Mr J Wong  
Purchasing Officer  
Fortune Goods  
317 Orchard Road  
Singapore  
  
Dear Mr Wong

**Order No. 2639/L**

Please accept our apologies for the error made by our company in filling your order no. 2639/L dated Friday, 6 August 2010.

You ordered 12,000 size Ultra super-long-life premium batteries, but our dispatch office sent 1,200. This was due to a typing error.

The balance of 10,800 batteries was dispatched by express courier to your store this morning and will arrive by Tuesday, 17 August 2010.

Since we value your business, we would like to offer you a 10% discount off your next order with us.

We look forward to receiving your further orders and assure you that they will be filled correctly.

Yours sincerely  
   David Choi  
David Choi  
Distributions Manager

Everlong Batteries  
171 Choi Hung Road  
Hung Hon, Hong Kong  
Tel/Fax (852) 2235 2449  
9 Aug 2010   
  
Mr J Wong  
Purchasing Officer  
Fortune Goods  
317 Orchard Road  
Singapore  
  
Dear Mr Wong

**Order No. 2639/L**

Thank you for your letter of Friday, 6 August 2010 regarding your order no. 2639/L. We understand that this is a difficult situation for you.

We have investigated the situation, and found that you ordered 12,00 size Ultra super-long-life premium batteries. Please see the enclosed copy of your order form. Our dispatch office therefore sent 1,200.

If you need the remaining batteries urgently, the balance of 10,800 batteries can be dispatched today by express courier to your store and would arrive by Tuesday, 17 August 2010.

Please phone me at the number given above if you would like to order these batteries.

We look forward to receiving your further orders.

Yours sincerely  
   David Choi  
David Choi  
Distributions Manager

Encl:   
- Order Form No. 2639/L